

Heathcliff Addams

Asheville, NC

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828-242-3216

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Community Cat and Volunteer Coordinator

Brother Wolf Animal Rescue - Asheville, NC

October 2019 to Present

Trains volunteers to support the daily needs of the organization. Trains volunteers for efficiency, safety, compassionate/humane care, and overall high work quality.

- Actively posts volunteer job openings and opportunities identified by the Volunteer Programs Manager on social media, volunteer newsletter, and volunteer management platforms.
- Actively encourages volunteer participation on social media platforms such Facebook and Galaxy Digital and makes and interacts with posts on these platforms on behalf of Brother Wolf.
- Supervises volunteer shifts and provides coaching and feedback as necessary on job performance.
- Handles all complaints and concerns regarding volunteer performance in collaboration with the Volunteer Programs Manager.
- Oversees volunteer group visits including preparing activities for volunteer work groups.
- Facilitates the volunteer orientation process.
- Assists the Volunteer Programs Manager with volunteer recognition events.
- Assist with Community Service Program as needed.
- Attends community events to promote volunteering at Brother Wolf and recruit new volunteers.
- Treats all animals humanely, properly, and with compassion at all times, regardless of the situation or circumstance. Promotes a humane and caring attitude toward all animals.
- Serves as main point of contact and program administrator for Community Cats Program:
- Humanely traps, safely houses, and transports community cats with the goal of sterilizing the greatest number of outdoor cats in our county.
- Stays up-to-date on community cat best practices and proposes changes to the program as needed.
- Develops and maintains positive, collaborative relationships with other organizations and groups involved in CCP work in our area.
- Identifies community cat hot spots in our area and strategically addresses those areas.
- Engages volunteers for trapping, transporting, cleaning, prepping, organizing, etc.
- Ensures that detailed data about cats and colonies Brother Wolf impacts is collected and properly recorded.
- Maintains inventory and good order of materials used by the Community Cats Program.

Foster Coordinator

Brother Wolf Animal Rescue - Asheville, NC

May 2019 to October 2019

- Continually assesses the population needs of the organization and coordinates the placement of animals in and out of foster homes.
- Works with the intake coordinator to ensure that animals are scheduled as necessary.
- Works to ensure that foster parents are promoting animals for adoption by submitting photos and bios for their animals.
- Assists the Foster Manager with orientation and training of foster parents.
- Creates updates, emails, and posts for our daily foster needs.
- Moderates BWAR Foster Parents Facebook page.
- Assists with data related to foster program, tracking applicable metrics as necessary.
- Assists with creating and maintaining all paperwork related to foster program, including materials distributed to foster parents.
- Ensures all foster related emails and phone calls are returned in a timely manner.
- Conducts occasional home visits at foster homes when necessary or works with a volunteer to facilitate visits.
- Assists with recruiting new foster parents.
- Collaborates with volunteers to screen all potential foster parents.
- Guides foster volunteers on other foster-related tasks per the Foster Manager.
- Treats all animals humanely, properly, and with compassion regardless of the situation or circumstance

Adoption Counselor

Brother Wolf Animal Rescue - Asheville, NC

August 2018 to May 2019

Interviews and counsels adopters to assure appropriate animal placement. • Completes paper processing of adoptions when necessary. • Completes paper processing of animals being relinquished by their owners as well as animals transferred in from other rescues/shelters. • Answers all incoming calls and questions from customers. • Disseminates animal care information to visitors and adopters. • Retrieves all general delivery voicemail and forwards to appropriate personnel in a timely manner. Checking voicemail at least once an hour. • Maintains the front office, behind the desk, and the outside area in the front of the adoption center in a safe, sanitary and attractive manner. • Participates in special events when asked. • Assists with data entry which includes Rescue Groups and others as required. • Involved in ongoing education in the fields of customer service and animal care. • Greets visitors and potential adopters always in a friendly and upbeat manner. • Answers questions about BWAR's policies and procedures and the animals in the shelters' care. • Performs other duties as required. • Assists people bringing in donations and offers them a receipt as well as thanking them appropriately. • Referring possible donors or persons of interest to the director. • Assisting volunteers when needed as well as community service participants and works closely with the volunteer coordinator when appropriate. • Maintains and updates the "Wait List" book and communicate pertinent information to the Director Of Operations. • Assists foster homes when needed and works closely with the foster home coordinator when appropriate. • Follows up with dogs on trial adoptions in a timely manner. • Delegates follow up phone calls to volunteers and if these are backing up, notify volunteer coordinator immediately. • Answers dogs@bwar.org email in a timely manner several times throughout the course of the work day. • Ensures all dogs/cats have crate cards and pictures and if they do not, they notify shelter manager.

Front desk

Brother Wolf Animal Rescue - Asheville, NC

July 2016 to August 2018

Ensures prompt, appropriate screening of all adoption applications

- Ensures safe, appropriate adoption placements by partnering with the adoptions team
- Ensures all appropriate adoption paperwork is completed
- Conducts animal intakes to ensure appropriate paperwork is completed
- Conducts the process of sending animals to foster and ensures all paperwork is completed and fosters are provided with appropriate items and information
- Maintains cleanliness of lobby space, ensuring all donation items are sorted and the front desk is neat and clean
- Providing excellent customer service with a positive, non-judgemental attitude to all visitors. Greets and directs all visitors
- Accepts and provides documentation to donors for donations; monetary and in-kind
- Ensures phone calls are answered promptly and all email and voicemail messages are returned/processed in a timely fashion
- Ensures messages are disseminated appropriately throughout the organization
- Assists the public with requests for services for Brother Wolf's community programs
- Refers the public to outside resources and partner organizations as necessary
- Directs community service volunteers & assists with tracking their hours accordingly
- Conducts and records daily animal counts

Education

Associate's degree in Veterinary Technology

Penn Foster College - Scottsdale, AZ

March 2021 to Present

College Degree in Feline Behavior and Psychology

Centre of Excellence - Manchester

April 2020 to May 2020

College Degree in Animal Behavior and Welfare

The University of Edinburgh - Edinburgh

March 2020 to April 2020

High school diploma or GED

Skills

- Animal Care
- Employee Orientation
- Social Media Management
- Shelterluv
- Microsoft Word
- Microsoft Office

- Problem-solving
- Flexibility
- Team Work
- Reliability
- Office Administration
- Interviewing
- Pet Care
- Veterinary Technician Experience
- Budgeting
- Animal handling
- Management
- Kennel Experience
- Front Desk
- Veterinary Assistant
- Dog handling
- English

Languages

- American Sign Language - Fluent

Awards

Red Star Rescue

August 2016

Given By the American Humane Society for my efforts in search and rescue of animals during the flooding in Livingston Parish, LA

Certifications and Licenses

Fear Free Shelter Program Core Modules

August 2019 to Present

how to improve the emotional experiences of animals by applying key strategies and techniques designed to reduce the negative emotional states that are commonly experienced by shelter and rescue animals, including fear, anxiety, stress (FAS), and frustration.

Fear Free Shelter Intake and Admission Module

January 2020 to Present

- Create admission areas that help reduce fear, anxiety and stress for pets and people
- Gather important historical information about behavior
- Provide the smoothest transition possible for animals entering the shelter

Fear Free Housing and Environment

September 2020 to Present

- Create a safe, comfortable, and Fear Free environment for shelter animals.
- Understand the impact of the environment on the behavior, health, and wellbeing of shelter animals.

Pets For Life

January 2020 to Present

closing the service gap that exists for people and pets in underserved areas and bringing awareness in a new way to larger systemic inequities and injustices. Poverty and structural inequality create obstacles to affordable veterinary and pet wellness services similar to the challenges and barriers to accessing healthy food, education, jobs, health care and housing.

FEMA Animals in Disasters: Community Planning

March 2017 to Present

to learn how to develop a community plan for managing animals in an emergency, identify hazards and threats most likely to affect your community and ways to minimize their impact on animals, indicate how communities use the Incident Command System (ICS) to respond effectively to an incident involving animals, describe resources available to help communities recover from a disaster, and develop community support for a disaster preparedness plan involving animals.

FEMA Animals in Disaster: Awareness and preparedness

March 2017 to Present

to increase awareness and preparedness among animal owners and care providers, and to describe how typical hazards affect animals and what can be done by responsible owners to reduce the impact of disasters.

RedRover Responders

April 2017 to Present

training for RedRover Responders volunteers shelter and care for animals displaced by natural disasters and rescued in criminal seizures from cruelty conditions, such as puppy mills or hoarding situations. The duties that volunteers may perform at an emergency shelter

FEMA Introduction to Incident Command system

March 2017 to Present

Introduction to the Incident Command System, introduces the Incident Command System (ICS) and provides the foundation for higher level ICS training. This course describes the history, features and principles, and organizational structure of the Incident Command System. It also explains the relationship between ICS and the National Incident Management System (NIMS). The Emergency Management Institute developed its ICS courses collaboratively with:

- National Wildfire Coordinating Group (NWCG)
- U.S. Department of Agriculture
- United States Fire Administration's National Fire Programs Branch

Maddie's Kitten Lifesaving Apprenticeship

June 2018 to Present

Seven days with the Humane Society Silicon Valley in San Jose, California. Courses included topics such as Ringworm, neonates, fosters, medication, pediatric spay and neuter and intake.

Maddie's Systematic Feline Lifesaving Master Class

November 2019 to Present

A week spent with Austin Pets Alive. The course included Felv/Fiv adoptions and treatment, feral and working cat programs, foster, volunteers, media and donation management

Cat Town Adoption of Hard to place cats Apprenticeship

October 2019 to Present

1. Learning to see beyond a cage reaction
2. Tools provided for assisting cats and determining the best housing environment
3. Strategies for attracting fosters and adopters for challenging cats
4. To inspire others to create programs within their community

This was located in Oakland, California.

The Apprenticeship took place at Cat Town and Oakland Animal Services

Maddie's Stay-At-Home Apprenticeship

May 2019 to Present

- Bottle feeding/tube feeding
- Cat/kitten care
- Budgeting
- Data Entry
- Foster Communication
- Foster mining
- Medications
- Nebulizing
- Ringworm care

This Apprenticeship took place in Los Angeles, California at The Stray Kitten Alliance and The South LA County Shelter.

How to successfully Make the Transition to Supervisor

April 2020 to Present

A course offered by SkillPath to successfully navigate the world of management, while avoiding pitfalls and capitalizing on your strengths. Designed with you in mind, this training contains all the information you need to make the jump from employee to manager smooth and effective.